

Full Pre-Contract Information:

1. Subscription Terms

- a. You are entering into this subscription contract (the “Contract”) with Shell U.K. Oil Products Limited (as agent for Shell U.K. Limited (“Shell”), whose business address is at [Shell Centre, London, SE1 7NA] and can be contacted using the details for Shell customer service team at paragraph 6 below.
- b. By entering into the Contract, you agree to pay £9.99 immediately and each month thereafter, in return for which you will receive a discount of 30% off the Shell App price per kWh of EV charging, up to a maximum of 1000 kWh per monthly subscription cycle. Any additional kWh purchased above this threshold will be billed at the normal Shell App price.
 - i. The 30% discount will be automatically applied to your charging session once you enter into the Contract.
 - ii. When viewing a charge point in the Shell App, you will automatically see the discounted price.
- c. Separately to your payment of the monthly fee, you will be liable to make payment for the kWh you purchase using the subscription discount. Such payments will be part of a separate transaction and subject to the relevant terms and conditions applicable to your transaction.
- d. The Contract, your subscription, and wider use of Shell EV Charging services are subject to the Shell Recharge Terms and Conditions and the Shell App Terms of Use.

2. Contract Duration

- a. The Contract will commence on today’s date and continue until the end of the monthly subscription cycle during which the Contract can be cancelled by you in the Shell App, unless cancelled by Shell.
- b. Whilst the Contract is active, you will continue to incur liabilities (the monthly subscription cost) until such time that the Contract is cancelled in the Shell App.
- c. There is no minimum contract period beyond the monthly subscription cycle; you are free to cancel the Contract at any time and such cancellation will be effective as at the end of the monthly cycle in which you elect to cancel the Contract (subject to paragraph 5 below).

3. Billing and Payments

- a. The monthly subscription cost will be billed on the same date of each month, at which point you shall be liable to make a further payment.
 - i. For example, if you enter into the Contract on the 1st of the month, you will be billed immediately for the first month’s payment and subsequently will be billed for the monthly subscription cost on the 1st of each subsequent month.
 - ii. If you enter into the Contract on 31st of the month, and the following month does not contain 31 days, your next billing date would be 1st of the next month.
- b. The following payment methods are accepted by Shell: (1) VISA debit or credit (2) Mastercard debit or credit (3) American Express (4) PayPal (5) Apple Pay (6) Google Pay.
 - i. Shell [or its payment service provider, as applicable] will store your chosen payment method when you enter the Contract and will automatically use the same details for subsequent payments, unless amended by you.

- c. The minimum total amount for which you will become liable under the Contract is £9.99.

4. Amendments and Cancellation by Us

- a. Shell reserves the right to change the frequency or amount of the payments at any time.
 - i. Any proposed changes to the duration of the subscription cycle and frequency of the payments that you will become liable for, as well as any increase in the amount of such payments under the Contract will be communicated to you 28 days in advance of the change.
 - ii. If you do not agree with the proposed changes, you are free to cancel the Contract at any time in advance of the change, and such cancellation will be effective as at the end of the current subscription cycle.
- b. Shell reserves the right to cancel your Contract for any reason, including but not limited to due to your failure to provide payment.
- c. Shell may stop providing the subscription offering at any time but will communicate this to you at least 28 days in advance.

5. Cancellation by you

- a. If you would like to cancel the Contract, you can do so in the Shell App by navigating to More -> Subscriptions -> Select your subscription -> Manage Subscription -> Toggle off auto-renew -> Save Changes.
- a. The Contract must be cancelled at least 1 calendar day before the next monthly payment is due to be taken.
- b. If cancellation of the Contract occurs later than this, your next payment may be taken, and the Contract will come to an end at the end of the next subscription cycle.

6. Customer Service

- a. If you require support with your subscription, please contact our Customer Service team using our live chat functionality available at <https://www.shell.co.uk/about-us/contact-us.html>.

7. Reminder Notices

A reminder notice in relation to the Contract will be emailed to you at least every six months, unless you cancel the Contract.

8. Cooling-Off Periods

- a. An initial 14 day cooling off period will apply to the Contract, commencing on today's date.
 - i. During this period, you will be able to cancel the Contract with immediate effect and will receive a refund (minus any discount value already used by you).
- b. If you would like to cancel during this period, you can do so in the Shell App by navigating to More -> Subscriptions -> Select your subscription -> Manage Subscription -> Toggle off auto-renew -> Save Changes.
 - ii. If you cancel during the cooling off period, you will be entitled to a refund of the monthly fee less the value of any discount you have already used during the cooling-off period, calculated as per the example below (numbers are illustrative only):

Monthly fee: £9.99

Fair use policy allowance: 1,000 kWh

If you charge 100 kWh (1/10th of the fair use policy allowance) at the discounted price before cancelling their subscription, you would receive a refund of £9.00 being, £9.99 minus £0.99 (1/10th of the monthly fee)

- b. A further renewal cooling-off period will apply in the event that we notify you of an increase to the subscription price, commencing on the date on which you become liable to make the first increased payment and ending 14 calendar days thereafter.
 - i. If you would like to cancel during this period, you can do so in the Shell App by navigating to More -> Shell Recharge Subscriptions -> Cancel Subscription
 - ii. If you cancel during the renewal cooling off period, you will be entitled to a refund of the monthly fee less the value of any discount you have already used during the cooling-off period calculated on the same basis as set out above for the initial cooling-off period.

9. If There is Something Wrong with your Subscription Discount

- a. We remind you of our duty to you under part 1 of the Consumer Rights Act 2015 to ensure that our product, being the subscription discount, is as described in this Pre-Contract Information and is fit for purpose.
 - i. If your subscription discount does not work, you are entitled to require this to be fixed and if it cannot be fixed you may be entitled to all or some of your money back.
- b. Should you have any complaints about your subscription, please contact our customer service team using the contact details provided in paragraph 6 above, who will do their best to resolve any problems you have with your subscription.
- c. If you have any complaints which cannot be resolved by our customer service team, you may wish to contact an independent standards body and for independent advice on your consumer rights, you may wish to contact Citizens Advice at www.citizensadvice.org.uk

10. Our Policies

- a. Our Privacy Notice and the Shell App Supplementary Privacy Statement set out how we use your data in relation to your subscription. For matters regarding the processing of your personal data, please consult our Privacy Notice available at <https://www.shell.co.uk/privacy/b2c-notice.html>